



How to Clear Browser Caches

User guide
2018

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Notes:

· In most computer-based web browsers, to open menus used to clear your cache, cookies, and history, press *Ctrl-Shift-Delete* (Windows) or *Command-Shift-Delete* (Mac).

If this does not work, follow the appropriate instructions below.

· *If you do not see instructions below for your specific version or browser, search your browser's Help menu for "clear cache". If you are unsure what browser version you are using, from the Help menu or your browsers menu, select About [browser name].*

In Internet Explorer and Firefox, if you do not see the menu bar, press Alt.

Mobile browsers

Android

The steps to clear your cache, cookies, and history may differ depending on the model of your Android device and your preferred browser. However, you should be able to clear your cache and data from your application management settings menu:

1. Go to Settings and choose Apps or Application Manager.
2. Swipe to the All tab.
3. In the list of installed apps, find and tap your web browser. Tap Clear Data and then Clear Cache.
4. Exit/quit all browser windows and re-open the browser.

Chrome for Android

1. Touch Chrome menu > Settings.
2. Touch (Advanced) Privacy.
3. Touch Clear browsing data.
4. Exit/quit all browser windows and re-open the browser.

Safari (Apple iOS)

Note:

The following steps apply to the newest version of Mobile Safari for iOS. If you need instructions for older versions, you might find them in Apple Support's [Safari web](#)

[settings on your iPhone, iPad, or iPod touch.](#)

1. Open your Settings app.
2. Tap Safari.
3. Tap Clear History and Website Data and confirm.
4. Exit/quit all browser windows and re-open the browser.

Chrome for iOS

1. Touch Chrome menu > Settings.
2. Touch Privacy.
3. Choose the data type you want to clear.
4. Touch Clear.
5. Exit/quit all browser windows and re-open the browser.

Desktop browsers

Chrome

1. In the browser bar, enter:
chrome://settings/clearBrowserData
2. At the top of the "**Clear browsing data**" window, click Advanced.
3. Select the following:
 - Browsing history**
 - Download history**
 - Cookies and other site data**
 - Cached images and files**

From the "Time range" drop-down menu, you can choose **For All Time**.

4. Click CLEAR DATA.
5. Exit/quit all browser windows and re-open the browser.

Firefox

1. From the History menu, select **Clear Recent History**.
If the menu bar is hidden, press Alt to make it visible.
2. From the Time range to clear: drop-down menu, select the desired range; to clear your entire cache, select Everything.

3. Next to "Details", select **Browsing & Download History** and **Cache**.
4. Click Clear Now.
5. Exit/quit all browser windows and re-open the browser.

Internet Explorer 11 (No longer supported by Microsoft)

1. Select Tools (via the Gear Icon) > Safety > **Delete browsing history....**

If the menu bar is hidden, press Alt to make it visible.

2. Select:

1. **Temporary Internet files** or **Temporary Internet files and website files**

2. **History**

3. **Download History**

3. Click Delete. You will see a confirmation at the bottom of the window when the process is complete.
4. Exit/quit all browser windows and re-open the browser.

Microsoft Edge

1. In the top right, click the Hub icon (looks like star with three horizontal lines).
2. Click the History icon (looks like a clock), and then select **Clear all history**.
3. Select **Browsing history**, then **Cookies** and **saved website data**, and then **Cached data and files**. Click Clear.
4. After the "All Clear!" message appears, exit/quit all browser windows and re-open the browser.

Safari

Safari 8 or later

1. From the Safari menu, select **Clear History** and **Website Data....**
2. Select the desired time range, and then click **Clear History**.
3. Go to Safari > Quit Safari or press Command-Q to exit the browser completely.